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ABSTRACT

Results of a survey of riders of wheelchair-accessible buses at the University of Minnesota are summarized. Handicapped and nonhandicapped riders were surveyed in May 1981 to determine their personal characteristics and their reactions to the service. Responses from 1,236 riders indicated support for the concept of accessible transit and satisfaction with the current service. Both disabled and nondisabled gave relatively high marks to the current service. Ten percent or fewer said that the routes, the number of buses, the comfort, the number of stops, and the ease of getting on and off the buses needed improvement. Many of the 63 people with physical disabilities who were riding the buses on the day of the survey were not only positive toward the service, but reported that the service had benefited them in several ways. Most said that the service had saved them energy and effort, and had made them less likely to be late for classes. Approximately a third said that the service had expanded the range of alternatives they would consider taking, or had already allowed them to take courses that they could not have taken otherwise. Ninety-four percent of respondents said that the special bus service should be continued or expanded. Most riders knew that they were riding a specially equipped bus, although about one in six did not. About 80 percent of all riders had ridden on the adapted buses at least once in the previous week. Those with disabilities were more likely to have ridden five to eight times in the past week (30 percent) than were those without disabilities (15 percent). The questionnaire is appended. (SW)

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Accessible Transit: A Survey of the Riders of
Wheelchair-Accessible Buses at the
University of Minnesota

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In the spring of 1981 the University of Minnesota began an experiment in providing wheelchair accessible buses on two intercampus bus routes. This report presents the results of a survey of the riders of these accessible buses, both handicapped and non-handicapped, conducted on one day in May, 1981. The survey was commissioned by a University Committee on Accessible Transit, which has been monitoring the experiment. The purposes of the study were to describe the characteristics of the riders of the specially equipped buses and to assess their reactions to the service.

The accessible bus service differs from the regular bus service in two respects, equipment and routes. The Metropolitan Transit Commission has supplied three specially equipped buses for the service, two to be in operation, and one to be a backup in case of breakdowns. The buses are fitted with a lift mechanism for raising wheelchairs into the bus, a wide door, and moorings for the chairs once they are inside. The space the wheelchairs occupy is about one-fourth of the space devoted to seats on conventional buses. (Interestingly, when wheelchairs are not on the bus there is actually more space for non-handicapped students than on conventional buses, providing they are willing to stand.) Drivers count the number of times they use the wheelchair equipment.

The routes of the buses differ from the regular intercampus bus routes in their extensiveness. One bus, the 13-A travels between the West and East Banks of the Minneapolis Campus. Unlike the regular East West Bank bus which stops only at Jones Hall on the East Bank, this bus makes several additional stops on the East Bank, primarily along Church Street. Similarly, the other accessible

bus, which travels between the West Bank and the St. Paul campus (with intermediate stops on the East Bank) also has many more stops, especially on the St. Paul campus. The rationale for the more frequent stops is that these will benefit handicapped students by bringing them closer to their destinations, thereby saving them time and energy. (Of course, non-handicapped students might also appreciate this feature.)

One of the objectives of the survey was to see to what extent the special bus service is benefiting both handicapped and non-handicapped students. Riders were asked whether the new bus service had saved them personal effort and energy, had made them less likely to be late for class, allowed them to take courses they wouldn't have otherwise taken, or expanded the number of courses and campus events they would consider attending. Each of these things was considered a potential positive effect of the service for handicapped persons.

A second objective of the survey was to learn about the characteristics of the people riding the bus. The bus drivers have been able to count the number of visibly handicapped people who board the bus. However, they are not able to discern whether an individual had a less visible handicapping condition, such as lupus or a heart condition. Thus the survey asked about whether the individual had various disabilities. Riders were also asked to describe their status at the University, how frequently they rode the wheelchair-accessible buses, and how often they rode the regular campus buses.

The third objective of the study was to assess riders' opinions of the bus service. Riders were asked how satisfied they were with the number of bus runs, the number of stops, the location of stops, ease of getting on and off the buses, and the comfort of the buses. They were then asked whether the accessible bus service in the future should be eliminated, cut back, continued as is, or be expanded. Finally, they were asked to offer comments or suggestions about the service.

Survey Methods.

The survey was conducted on May 16, 1981 by the staff of Student Life Studies and Planning and volunteers from the Delta Gamma sorority. Surveyors distributed and collected survey forms (printed on 8 1/2 x 11 cards) to persons riding the bus. Surveyors rode each bus run from 7:45 to 5:30 (13-A) and until 3:15 (13-S). Survey cards on the late afternoon and evening runs were distributed by the bus drivers. Attempts were made to distribute the cards to everyone riding the bus, but some persons were inevitably missed on the busier runs, primarily in the morning on the 13-A runs. Many of those who were standing and those who had their hands full could not fill out the cards in the short time available. Also those who rode more than one of the runs during the day did not complete the survey more than once. Thus the number of surveys returned somewhat underestimates the total number of riders and rides on the bus. The total responses of riders was 1,236.

The approach taken in the survey was essentially a "snapshot" of the ridership on a given single day. This approach has both advantages and disadvantages. The primary advantages are that it is quick and inexpensive. The data were gathered in one day without large expenses from mailing or interviewing. Secondly, the approach gathers the opinions of non-handicapped students who make up the majority of the present ridership. A major disadvantage of the method is that it samples persons only on a given day, and those persons may or may not be representative of riders on other days. For the record, the day the survey was taken was a beautiful spring day, with bright sunshine and temperatures in the 70's. After seeing a student wheeling himself in his wheelchair outside across the Washington Avenue Bridge, one of the members of the survey team suggested that the numbers of handicapped students on the buses might be lower than on less pleasant days.

A second disadvantage of the on-the-bus survey was that it did not fully sample the population of handicapped students on campus. An alternative approach

would have been to develop a list of handicapped students and to survey them about their transportation needs and their reactions to the bus. This would have provided useful information because those handicapped students who use the bus currently may be an unrepresentative sample of all handicapped students. Those who do not ride the bus may not do so because they find it unsatisfactory, or because they are not aware of the service. Without doing a survey of the whole population of handicapped students, either of these situations might be the case. The Committee on Accessible Transit chose the ridership survey method because of a desire to gather information from non-handicapped riders and to do so quickly and economically.

Results

The survey findings are presented in tabular form, with short commentaries accompanying each table. Comparisons are made between those who said they had a disability and those who did not and between riders on the two different bus lines. In this report comparisons are not made between day and night riders, since few differences were found between these groups. The exception to this statement is in the area of open-ended comments about the bus service, where day and night riders did differ. All the comments of all respondents are listed verbatim at the end of the report.

Discussion

The two primary themes in the data are support for the concept of accessible transit and satisfaction with the current service. When asked what should happen to the accessible bus service in the future, 94% said that the service should be continued as is or expanded. The most frequent comments volunteered about the service also echoed support for the service to the disabled. Both those with disabilities and those who did not have them gave relatively high marks to the current service. Ten percent or fewer said that the routes, the

number of buses, the comfort, the number of stops, and the ease of getting on and off the buses needed improvement. Those who did have disabilities appear to like the service, and those who do not have disabilities appear to believe that the service is a good idea, and are not inconvenienced by it.

As noted in the introduction to the report, the survey methods were not able to provide a full picture of the opinions of the handicapped toward the bus service, or even their knowledge and usage of the service. Many of the 63 people with physical disabilities who were riding the buses on the day of the survey were not only positive toward the service, but reported that the service had benefited them in several ways. Most said that the service had saved them energy and effort, and had made them less likely to be late for classes. Approximately a third said that the service had expanded the range of alternatives they would consider taking, or had already allowed them to take courses that they could not have taken otherwise. Unknown is the degree to which this expansion of educational alternatives is characteristic of all the handicapped students on campus. Also unknown is the degree to which the accessible transit service would expand the alternatives of handicapped individuals who are not presently University students, but who potentially might attend.

Numbers of Respondents with Disabling Conditions

Some 63 persons, 5% of the total number of 1,236 respondents, said that they had one or more disabilities. The numbers with each disability are as follows:

Visual impairment	$\frac{N}{26}$
Orthopedic impairment (not requiring wheelchair). . .	17
Other health limitation (e.g. heart condition, emphysema).	10
Hearing impairment.	8
Orthopedic impairment (requiring wheelchair). . . .	4

Riders' Characteristics
(In Percentages)

	Total %	With Disability %	No Disability %	Route	
				13-A East/West %	13-S Mpls./ St. Paul %
U Status	(N=1232)	(N=62)	(N=1154)	(N=870)	(N=362)
UM student	91	89	91	89	95
UM staff/faculty	4	3	4	5	3
Other	5	8	5	6	2
Did rider know that he/she was on a speci- ally equipped bus?	(N=1230)	(N=63)	(N=1151)	(N=870)	(N=360)
Yes	86	84	86	84	87
No	14	16	14	16	13
Number of rides on the adapted buses during previous week:	(N=1223)	(N=63)	(N=1146)	(N=865)	(N=358)
0	22	21	22	20	28
1-2	32	19	33	31	35
3-4	26	24	27	27	24
5-8	16	30	15	18	11
Don't know	4	6	3	4	2
Did person ride the other (nonadapted) campus buses last week?	(N=1218)	(N=62)	(N=1141)	(N=857)	(N=361)
Yes	80	79	80	78	84
No	20	21	20	22	16

By far the majority of riders, both disabled and non-disabled, were students. Most riders knew that they were riding a specially equipped bus, although about one in six did not, even among those with disabilities. Some 80% of all riders had ridden on the adapted buses at least once in the previous week. Those with disabilities were more likely to have ridden 5-8 times in the past week (30%) than were those without disabilities (15%). Four out of five riders, including those with disabilities, also rode in non-adapted buses.

Riders' Reports of Positive Effects
of the Accessible Transit Service
(In Percentages)

	Total	With Disability	No Disability	Route	
				13-A East/West	13-S Mpls./ St. Paul
Percentage who said the bus service: Saved personal effort and energy	(N=1061) 61%	(N=55) 71%	(N=997) 61%	(N=750) 68%	(N=311) 45%
Made them less likely to be late for class	(N=1073) 45%	(N=56) 64%	(N=1008) 44%	(N=751) 49%	(N=322) 37%
Expanded the number of courses they would consider taking	(N=990) 14%	(N=51) 39%	(N=931) 13%	(N=689) 17%	(N=301) 8%
Allowed them to take courses they wouldn't be able to take otherwise	(N=985) 7%	(N=49) 30%	(N=928) 6%	(N=684) 8%	(N=301) 5%

As a way of understanding the impact of the bus service, riders were asked to say whether the bus service had benefited them in four areas. Among those with disabilities, about 2 in 3 said that the adapted buses had saved them personal effort and energy and made them less likely to be late for class. Two out of 5 in the disabled group said that the buses had expanded the range of courses they would consider taking, and nearly 1 in 3 said that they had taken courses that they wouldn't have taken otherwise.

Riders' Views of What Should be Done with the
Accessible Transit Service in the Future
(In Percentages)

	Total (N=1129)	With Disability (N=59)	No Disability (N=1059)	Route	
				13-A East/West (N=801)	13-S Mpls./ St. Paul (N=328)
In the future should the special bus service be:					
Eliminated/cut back	6%	3%	6%	5%	7%
Continued as is	65%	54%	66%	61%	74%
Expanded	29%	42%	28%	34%	19%

Very few riders, only about 1 in 20, favored cutting back or eliminating the accessible transit service. Ninety-four percent said that the special bus service should be continued or expanded. Sentiment for expanding the service was strongest among those with a disability (42% versus 28% among those who did not have a disability). Those on the 13-A East Bank/West Bank line were also more likely to favor expansion (34%) than were those on the Mpls./St. Paul line (19%).

Ratings of Aspects of the Bus Service
(In Percentages)

	Total %	With Disability %	No Disability %	Route	
				13-A East/West %	13-S Mpls./ St. Paul %
Number of Bus Runs	(N=1039)	(N=57)	(N=971)	(N=746)	(N=293)
Very good	32	44	31	35	25
OK	58	49	59	55	67
Needs improvement	10	7	10	10	9
Number of Stops	(N=1031)	(N=53)	(N=969)	(N=739)	(N=292)
Very good	40	45	40	42	36
OK	51	47	52	48	60
Needs improvement	8	8	8	10	5
Location of Stops	(N=1025)	(N=53)	(N=962)	(N=739)	(N=286)
Very Good	45	49	45	48	39
OK	46	47	46	42	56
Needs improvement	9	4	9	10	5
Ease of Getting On and Off	(N=1020)	(N=53)	(N=957)	(N=735)	(N=285)
Very good	52	53	52	54	46
OK	45	41	45	42	52
Needs improvement	3	6	4	4	3
Comfort on Buses	(N=1038)	(N=53)	(N=975)	(N=747)	(N=291)
Very good	45	53	44	47	41
OK	49	47	50	48	52
Needs improvement	6	0	6	5	7

Rider assessments of various aspects of the bus service were primarily positive. No more than 10% said that the bus routes, stops, comfort, and entry ease needed some or much improvement. Responses differed little between those who did and did not have a disability and between riders on the two bus routes.

Categorization of Riders' Comments

(Numbers are percentages of those who made comments--

N = 351. The other 885 respondents did not make comments.)

	Total (N=351)	With Disability (N=15)	No Disability (N=331)	Route	
				13-A East/West (N=243)	13-S Mpls./ St. Paul (N=108)
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
Favor handicapped access	28	47	27	25	36
Features of the route	24	20	24	28	14
Never see wheelchairs	18	7	18	15	24
Personally not handicapped	12	13	12	10	16
Need added stop at night	10	7	10	14	0
Changes needed in service	5	7	5	6	2
Needs more publicity	4	0	4	2	7

The most frequent comments made by all the groups were general statements about the desirability of providing accessible transit for the handicapped. Nearly half of those with disabilities who made comments made this point. The next most frequent comments had to do with features of the route, primarily noting the convenience of the extra stops when compared to the other routes. Those on the 13-A bus at night had a special concern--they wanted a bus stop in Dinkytown.

COMMENTS

The following list of comments is organized according to nine categories.

They are the following:

- 1 -- Respondent endorses existence of program that helps handicapped.
- 2 -- Respondent suggests that accessible bus receive more publicity among handicapped potential users.
- 3 -- Respondent endorses features of route that aren't necessarily related to handicapped (e.g., respondent likes route, stops, drivers, departure times)
- 4 -- Respondent points out that he/she is not handicapped (e.g. respondent not comfortable answering questions 6 and 7).
- 5 -- Respondent simply points out he/she has never seen a wheelchair person using the bus. (No other comment is made.)
- 6 -- Respondent suggests changing program (e.g., instead of accessible bus, a shuttle van could be used).
- 7 -- Only one person--generally negative about route.
- 8 -- Only one person--a wheelchair user suggested a better way to anchor the wheelchair.
- 9 -- Only night A-route--they want additional stops (e.g., Dinkytown stops).

INDIVIDUAL COMMENTS ON WHEELCHAIR-ACCESSIBLE BUS SURVEY

Comments in Code Category 1(13-A Route (Between East and West Bank))

- I have ridden the wheelchair bus many times and think it's a good idea, but I have yet to see an impaired person use it.
- I think the buses should be used as a selling point in the recruitment of disabled students.
- I know nothing about the specifics of the program, but there should be public transportation for the handicapped.
- Great idea.
- I think it's a great idea, especially for handicapped people. Funny--I haven't seen even one handicapped person on this bus.
- It's an important service and should definitely be expanded.
- Good job!!
- I feel the new buses will not only help mobility impaired students, but will create a greater awareness of the needs of handicapped individuals.
- Keep up the good work.
- I think this is a great idea to help those who can't get around as easily as others.
- I've never seen anyone take the bus but think it is a very very good and necessary thing offered.
- I do not have an impairment but I believe all people who do should have a right to complete access to the campus.
- I wouldn't even consider eliminating them. They have been too long in coming.
- It is very good suggestion to have W.C. Bus Survey. In my English comp class, I suggest about this problem to look for solution for the handicapped students.
- Great idea.
- This is a necessary service, not a "fringe benefit" service.
- The program is a necessity--and since it is accessible to others, the increased cost can't be too overwhelming.
- As of now, it seems that handicapped people never use it--I've never seen any on it. But it's a great idea.
- I have no personal need for the wheelchair usage so I can't speak from that perspective--but I believe in it.
- Keep up the good work.
- I've seen how it works for a wheelchair--it's a great idea. Continue, please.
- They're a good idea for those who need them!
- It sounds like an exciting program--more opportunities for handicapped to improve their

INDIVIDUAL COMMENTS ON WHEELCHAIR-ACCESSIBLE BUS SURVEY

Comments in Code Category 1 (13-A Route (Between East and West Bank))

- It's hard to give an accurate rating on a service when I am not disabled. I think it's a great program, however, and would like to see the disabled integrated into the student population more--including transportation systems.
- Expanded if needed.
- I applaud the efforts made to assist the disabled with their transportation problems and feel these efforts should continue.
- I think the service is an excellent asset to the U.
- I have told my handicapped friends and it has helped them. Also, it takes me where no other bus went before (Church Street).
- This doesn't affect me personally but I think it is a necessary service which should either be continued as is or expanded.
- Expand if the need is there. Make the disabled aware of the service.
- How about a stop on Cedar Avenue? Many wheelchair people live at Cedar Square West. It could help them.
- People with mobility impairments must make careful long-range plans, plans not easily changed mid-stream. The service should continue to be available while mobility impaired students plan for the 81-82 year. Consistency is essential.
- I'm happy. It is about time!
- It's about time!
- Although I am not handicapped, I believe that the bus services for the handicapped should definitely be expanded.
- I think it is great that the U of M is providing services such as these for handicapped people but I've never seen them use it.
- I'm not handicapped. The special bus was just like all the others for me. It is a good idea, though, if the handicapped use the service.
- Why question the need?
- The need is more to expand for disabilities. This should include access to buildings.
- I feel a commitment to the use of this service and believe that ridership among "handicapped" users will improve as students are able to plan their registration & schedules taking the availability of this special route into account.
- While I do not have any use for the service, it's not a bad idea for those who do.
- Although not handicapped, it's made it easier to continue a conversation with a handicapped friend on a bus where they are comfortable. (I have one friend in a wheelchair and one blind). It's made it possible for the one in a wheelchair to come on the bus with me.
- I think it's a very good idea. Should have been implemented sooner.
- It will take time for the disabled to discover and become comfortable about using the buses. Important that you not judge the use of this bus on same scale as regular buses.

Comments in Code Category 1(13-S Route (Between Mpls. & St. Paul Campus))

- It is a good idea and should be used in proportion to number of people who especially need it.
- Although I am not physically handicapped, I think the services this bus provides are very necessary. (For those people that require its services). I use it simply because it leaves when I'm going to leave.
- Great idea.
- Basically a great idea.
- Good idea!
- I think this bus is very helpful to handicapped people and if its continuation is being questioned, I think you should review its positive effects on the few handicapped people who benefit from its service.
- I think this is a super idea. I had no idea this was available. I hope the U of M continues to upgrade its facilities to accommodate handicapped individuals.
- Like to see MTC working for handicapped.
- As service is, buses provide access at a minimum of added cost and lost efficiency in transporting people. That should, I think, be the goals of service, which I think are well met.
- I'm not a handicapped person, but I feel this is an excellent program and should be continued. Handicapped should have as much right to attend classes as everyone else does. I think the S-bus is a good idea!
- I think it's great for those hwo are handicapped.
- On Q8, I say expanded from my general point of view of making all facilities available on an equal basis to handicapped and nonhandicapped.
- I think it's essential that we as a society make every effort to help the handicapped function as fully as possible in society, and transportation is definitely very essential.
- I have no handicaps and know no person that does that is going to school. But for those who are in need of this service, I can see the necessity.
- I don't know enough about the service to answer the above. I do feel that the service is a good idea and should be continued.
- I think it's an excellent idea.
- I'm not handicapped, but I appreciate the time the bus leaves. I have a St. Paul class which is through at 11:45--(the time the 13L leaves) the next bus for me to catch would be the 11:57 U, for my 12:15 class, and I would be late. I think it's good that the U has a bus line like this so that disabled people can visit the "better" (St. Paul) campus more easily.
- If it's of use, keep it going. If there are students who need it but it doesn't fit their schedules, change the time!

INDIVIDUAL COMMENTS ON WHEELCHAIR-ACCESSIBLE BUS SURVEY

Comments in Code Category 1 (13-S Route—between Mpls. & St. Paul campus)

- The need is here for more.
- I think it's great having this for the handicapped. Keep up the good work!
- All buses should be accessible. Parking places should not have been reduced. Sidewalks and entry areas should have been carefully considered.
- I haven't seen any handicapped people riding the buses, but it will probably take a while for it to be known, then I can see a need for expanding the service.
- Expand if use picks up.
- I think it should be a dependable service so we persons could know about it and develop school plans around it. There hasn't been time for them to incorporate the service into their lifestyles.
- Wonderful that this is being done.
- Since I am not handicapped, I can't fairly comment on #7 (or several other questions) but I would hate to see this effort cut back.
- Expanded to include a "U" and "B" route as well as more bus stops.
- I think it is a valuable service.
- If you find that handicapped use is extremely light, you might wish to lessen the frequency of the runs slightly, but not so much as to inconvenience the handicapped unnecessarily.
- I don't know how good the handicapped bus service is, but I think it's great.
- I think it is a good program. Although this bus service has not improved my accessibility, I am sure it does for people who can't get around as easily as I do.
- I'm not handicapped but I feel there should always be transportation provided for the students who are.
- Expansion depends on other variables. Expand when and where necessary but do NOT eliminate.
- Can't comment on Q8--don't know enough about the service. There should be transportation for those who are disabled (permanently or otherwise) and the rest of us should only be allowed to use it on a space-available basis.
- I think it's a good idea from the standpoint of integrating the handicapped into the "mainstream" of our life style.
- I am not sure whether the service is adequate but I would personally support a bus service that would make life easier for disabled people.
- I appreciate your effort and concern, and hope to see more programs geared toward helping the handicapped to an easier access to buildings and transportation.
- Great idea but I've never ridden when the bus was being used by a handicapped person.

INDIVIDUAL COMMENTS ON WHEELCHAIR-ACCESSIBLE BUS SURVEY

Comments in Code Category 2

(13-A Route (Between East and West Bank))

- Wheelchair bus needs more advertising; then in this way people who really need it can be made aware of it.
 - Good idea but haven't seen it used yet. Needs promotion of bus to handicapped.
 - Make it more of an awareness about the buses--not many handicapped people are on when I ride.
 - Never saw a wheelchair rider in the approximately 20 times I have ridden this bus. Needs better interface with the limited number of needy who could then help decide the route.
 - Should be advertised better.
-

Comments in Code Category 2 (13-S Route (Between Mpls. & St. Paul Campus))

- I think it's great that there is this service available for the wheelchair students. I think somehow you should get ahold of each one of them and ask them how this service could benefit them more because there has never been a wheelchaired person on this bus when I've taken it.
 - Let more people know about it.
 - Not advertised enough for handicapped.
 - Make sure the handicapped know about the service and encourage them to get in the habit of using it. It's a good step in the handicapped's favor.
 - Haven't seen a disabled person on the bus, but I think it should be better publicized.
 - Accessible bus service schedules should be made available and sent out to all handicapped students (if not already).
 - I have never seen a handicapped (disabled) person on the buses. It seems the specially-equipped buses are either not being used or are not known about by those who might benefit from them most.
-

INDIVIDUAL COMMENTS ON WHEELCHAIR-ACCESSIBLE BUS SURVEY

Comments in Code Category 3(13-A Route (Between East and West Bank))

- I have yet to see any handicapped persons riding the 13-A or S. It runs at a convenient time for many students so it is well used. Maybe extend 13-U and cut back A and S.
- The route the bus takes is excellent--very convenient. I have not seen one person in a wheelchair yet--but I have seen other handicapped people. The route should be continued.
- Makes more buses for all students.
- Please keep this bus (A) running. Thank you.
- I once was waiting for 13-A in front of (?) Johnston Hall (there was Bus Stop Sign for 13-A). But it didn't stop there. I don't know why.
- The location of stops are perfect but a couple more buses with these stops are needed desperately.
- Best drivers--very courteous, very patient.
- I like the route and number of stops of the "A: better than the "L" or "B."
- I like the ride to Lind Hall where Computer Science office is. So I'm taking this bus. But I'm not disabled at all.
- Should have other buses taking the same route--at same times and stops.
- More stops should be made. For example, one at University and 17th and University and 15th. Also, should provide access for sorority area (University and 10th) especially at night.
- Need this bus run on this route more frequently, perhaps not only for handicapped. I've noticed not many handicapped persons ride; would like to see this route be a regular route for handicapped as well as for non-handicapped people.
- The 13-A route is the "scenic route" to Eddy Hall so I only take when it is the only choice.
- The 8:00 bus from West to East leaves a little late.
- Fantastic bus!! It makes things much easier. I feel this route could easily replace the 13-L Route.
- Sometimes these are the only buses available.
- For me it is an alternate route to the east bank that is better.
- 13-A is a great service, but I haven't seen a wheelchair since the service was started. I think another "non-wheelchair" bus should be added.
- Needs to run more than just twice an hour.
- They should have more buses on this route.

Comments in Code Category 3 (13-A Route (Between East and West Bank))

- 13A is a convenient and efficient bus line.
- Very good program. The stops on campus make it more convenient than the other 13 routes that just stop at Jones/Eddy Hall circle. Bus driver very congenial.
- Add a stop at Klaeber Court.
- Uneven number of rides and stops for between-banks service. Take more chairs out from bus.
- It would be nice to have a route from St. Paul campus to West Bank (eg., combining Route 13A and S).
- I like the route it takes.
- Once the driver by-passed Fraser Hall stop so I made two trips before reaching my destination. Otherwise, I think it's great!
- Please have more bus runs. I know many people who don't ride this bus because it stops too few times.
- This bus is easier for me to get to than a regular bus.
- It's a very good idea to create this bus for wheelchair and non-wheelchair students. Thanks for each stop at the right place by 13A.
- Bus leaves at 5 after the hour. People having classes in other buildings who don't get out until e.g. 12:00, 1:00 miss the bus. I take the bus because it goes from West to East Bank without having to go all the way over to University Ave. and walk back.
- I am not a wheelchair student but I think it is a good idea. The route that this bus takes is better than the other #13 buses (for me).
- The route is very good—because it runs down Church Street—which the other buses do not—it allows me to arrive closer to class than to have to run from Jones to Ford Hall to make it on time.
- I have never seen a wheelchair on this bus, although the route is great, as it allows me to be on time for class.
- The route used by 13-A should be continued by a non-handicapped bus.
- I like this bus route because of where it stops. All my classes are along or near Church Street and not Eddy Hall.
- It's nice to have a bus from West Bank that makes so many East Bank stops (and vice versa for going back to West Bank).
- Very good idea. All buses should run the same route. Needed 2 years ago.
- The stops made (location) is the best part.
- Get more buses on this same route. They don't have to be for the handicapped.
- I like the stop in front of Lind Hall—much more convenient coming from West Bank—time is better than "U" bus.

Comments in Code Category 3 (13-A Route (Between East and West Bank))

- I ride the bus because the route is good.
- Use regular buses on same route.
- Regular (non-wheelchair-accessible) buses should be added to the 13-A route--I often find the 13-A packed with non-handicapped people.
- I like the route (Church Street), but I haven't seen it used as designed (by handicapped people).
- Though the buses are accessible for wheelchairs, it is also good that they were not meant to serve only wheelchairs; that is, they can serve everyone, which is excellent.
- This bus is of course also good for those of us with mid-campus stops.
- The 13A bus run is one of the most exciting new features that I've encountered on the inter-campus bus service. It's luxurious, handicapped-accessible seating complete with color-coordinated seating and rotating fan makes for a comfortable and relaxing ride across the river. My compliments to those who can be credited for this brilliant idea.
- Reduce the number of 13B in order to get increased number in 13A. 13A offers good access to the Engineering and Architecture Schools.
- Needs a little bit more number of chairs.
- I really appreciate it--takes me right to my classes'
- Two 13-A buses?
- The route is convenient. I wish it would stop at University and Church Street.
- Not having any physical impairments myself, I can't fully appreciate the service these buses provide. The 13-A seems go go to the places students would like to go--reduces many hassles.
- This route is different from others, and is quite convenient for me. Any other buses following the same route would help just as much.
- Should be for wheelchair or disabled first. I think others like me use it because it beats waiting for an L or B.
- 13-A should be more frequent.

Comments in Code Category 313-S Route (Between Mpls. and St. Paul Campus)

- I have never seen orthopedically-impaired people on the 13S. I really thank you for running buses that go on the North side of St. Paul campus.
- Like the fact that it leaves St. Paul at 50 minutes after the hour.
- I have never seen any disabled person of any type on one of these buses. But I do appreciate the run up Church Street.
- Reason for riding this bus instead of 13-L is its time schedule. It is the only bus giving me enough time to get to class.
- When the bus stops in front of Coffey Hall on St. Paul Campus and stays there, no one disabled uses the service to Minneapolis because it is inconvenient to go over there from the Student Center just to see when it leaves. It would be better if it would pick up students in front of the student center, like the other buses.
- Very smart idea. Comfortable. Runs on time. Reliable. Nice drivers.
- It has the right time to leave for my Minneapolis class, so I don't have to wait so long over there. It is also good if you miss the L bus because it leaves 5 minutes later.
- I use this bus like all the others. It happens to depart from St. Paul at a convenient time and on returning to St. Paul takes a northern route closer to the building I go to.
- I think the 13A route is very helpful to all riders, the stops are a nice addition to the old system.
- I like it because I know exactly what time it leaves.
- A few more runs particularly for 13A would be really ideal especially morning runs.
- This is the first time I have ridden on an S. I knew they existed but I have never had the opportunity to ride one. The service would seem worthwhile as these buses leave at times the L's and J's don't, and would probably save some people a lot of hassle if they missed an L or J.
- Having a nonaccessible bus run that goes the same route.
- I would say continue as is because of the many times I've ridden the 13-S, I've never seen a handicapped person riding. If the handicapped people are riding at different, maybe peak times, then it could be expanded during those hours. The extra runs help all of us.
- I can't really evaluate its value for handicapped since I never see handicapped riding it. Its time of departure from St. Paul is perfect for me, though.

INDIVIDUAL COMMENTS ON WHEELCHAIR-ACCESSIBLE BUS SURVEY

Comments in Code Category 4(13-A Route (Between East and West Bank))

- I don't know--I'm not using a wheelchair.
- Haven't really examined the program because I'm not handicapped.
- I can't say because I don't know how many handicapped people ride.
- I'm the wrong public.
- Don't know. I'm not handicapped.
- I'm not handicapped, only taking the bus because it was the first one that came.
- I feel the survey was done somewhat prematurely. I feel a longer time should be permitted before surveying the attitude and knowledge of students.
- I don't use the bus service too often and cannot answer all your questions.
- The last questions 6-9 don't pertain to me so my answers aren't valid.
- Since it is designed for disabled, the answer to question 8 should be determined by how many disabled are able to use it. I also feel that this bus should get more exposure.
- Should be continued as is if it is being used by the disabled.
- Unsure of amount in use.
- I am unqualified to answer questions 6-8, because of my answer on question 5 (no disabilities).
- Find out when, where, and who needs the bus.
- It is difficult to respond since I was not aware of the service, nor am I handicapped.
- Only rode a 13 twice last week and they both happened to be wheelchair-accessible. There was no one on the bus in a wheelchair either time, so I don't know how well they work. I hope it goes well.
- It is very much like the regular bus. I can't evaluate it as a handicapped bus--I'm not handicapped.
- Anybody who circled 6 or "none" in question 5 can't provide any intelligent response to questions 6-8.
- Do you know how many students at the University are in wheelchairs?

Comments in Code Category 4 (13-S Route (Between Mpls. & St. Paul Campus))

- I don't know the details of the program hence can't comment on #8 or react intelligently to #7.
- I don't have any of the disabilities so I don't think it is fair to evaluate the quality of the bus service or special capacities of the bus.
- I have never seen someone in a wheelchair using this service so I don't know how objective my last answer is.
- I don't think it makes much difference. I'm not impaired so this bus is as good as any other. I've never seen an impaired person on one but if many use it, it should be them that you should listen to.
- My opinion really isn't valid. It doesn't affect me either way.
- Can't answer all the questions since I'm not disabled.
- I have no comments on 6, 7, 8 because I don't observe those since I am not handicapped.
- This is really not applicable to me because I am not handicapped.
- I'm not qualified to respond to #7 because of no disabilities.
- Questions 6 and 7 don't really pertain to non-handicapped students.
- No clear cut information outside the wheelchair bus to indicate its use.
- Make an effort to survey those not on the bus who are unable to ride because of inconvenience or inaccessibility.
- Good for wheelchair users. Maybe check with them on where they most need bus service.
- Not really sure how to rate the buses since I am not limited to this bus as a handicapped person would be.
- I would suggest not considering my opinions seriously as I am not in need of this service.
- I have no opinion about #8. I have ridden the handicapped bus quite often--I have never seen a handicapped person riding on it. I suppose the answer to #8 lies in how much it is used--you will know that better than I.
- 7 and 8 don't apply since this is the first time I've been on a handicapped-equipped bus.

INDIVIDUAL COMMENTS ON WHEELCHAIR-ACCESSIBLE BUS SURVEY

Comments in Code Category 5(13-A Route (Between East and West Bank))

- Never seen a handicapped person on the bus or anywhere near one.
- I have yet to see a disabled person use one.
- I've never seen a handicapped person on the 13-A yet.
- It doesn't seem to be used much. I've ridden the bus all year and haven't seen it used once.
- I have not seen any disabled student use one yet.
- I haven't seen any handicapped people on the buses I've used (13A's) which hasn't been that often.
- I've never seen a disabled person ride on this bus.
- Haven't seen it being used by handicapped persons.
- I have never seen any wheelchair-person get on or off one of these buses. But I do think they are a good idea if they are used.
- I think it's good, but I've never seen any handicapped person use it.
- I'm not handicapped, have never seen a handicapped person on one, and only took it because the "U" didn't show up.
- I don't think many handicaps use this service.
- I've ridden this bus several times but have never seen any disabled passengers. I don't see how a wheelchair could fit with all the passengers standing in the aisle.
- I think it's a great idea, but I've yet to see a handicapped person make use of it.
- Yet to see it in use.
- I haven't yet seen a wheelchair on the bus.
- I've yet to see anyone in a wheelchair ride this bus while I've been riding.
- I have ridden this bus about seven times--I have yet to see a handicapped person.
- Haven't seen a handicapped person use it yet.
- Although I've never seen a wheelchair on the bus so far.
- I have never seen a person in a wheelchair on this bus--how come?
- It's a luxury--I've never seen a wheelchair on it yet, and I ride it every day.
- It doesn't seem like the service is being put to use because I have never seen a person in a wheelchair on the bus. Service should be available for those who need it but also it should be cut back.
- Seems funny that this survey was given now--the bus hasn't been running that long, and I haven't seen any handicapped persons riding in it.
- I see very few wheelchairs riding this

Comments in Code Category 5 (13-S Route (Between Mpls. & St. Paul campus))

- I have ridden on the 13S a few times, but I have never seen a wheel chair on one.
 - I have yet to see a wheelchair on one of these buses. The effect the system would have on me would be different if I could experience the pros and cons of riding with a handicapped person.
 - Don't see anyone with a disability riding the 13-A or 13-S buses.
 - I have yet to see any people in wheelchairs using this service.
 - I've never seen anyone use it that was handicapped.
 - I have never seen anyone or heard of anyone seeing any handicapped person take the handicapped bus.
 - I have seen no one with a handicap so far on these buses.
 - I only ride this bus because it's available, not because I have to. I have never noticed a handicapped individual on the bus.
 - When I rode the bus, everyone on the bus had zero disabilities. Furthermore, I cannot really answer questions 7 and 8 since we did not carry a disabled person on this run.
 - I have never yet seen a handicapped individual use the 13A or 13S buses. I think it was a good idea in theory, but lack of use has made it impractical to continue it in its present form.
 - I've never seen it used by a handicapped person.
 - I've ridden on an "S: about 12 times and have never seen a disabled person on board.
 - I have never seen an individual in a wheelchair riding or ready to board any of these buses.
 - I've yet to see a disabled person use one. What happens is that the bus gets packed "standing room only." You're liable to create some disabilities in people so you will get some business.
 - Never have seen the facilities for handicapped in use on the bus.
 - The times I've been on the bus I haven't seen any handicapped people use it.
 - I haven't seen any handicapped people use it yet.
 - I've never seen any wheelchairs on bus.
 - Never seen anyone with a wheelchair on bus.
 - Never seen a wheelchair on a bus yet.
 - There were not handicapped people on board.
 - Haven't seen any wheelchairs on one yet.
- 26
- Nice that it's available. Should be used more by the handicapped. It's certainly used plenty by non-handicapped. I've never seen a handicapped person (I limit this to wheelchairs and braces, though) on one of these buses.

Comments in Code Category 5 (13-S Route (Between Mpls. & St. Paul campus))

- I ride the buses quite frequently, but have never seen a disabled person use the service. Many students, though, have to stand since there aren't any seats.
- I've only seen a handicapped person riding this bus once.
- Unfortunately, I've never seen any handicapped person using the bus.

INDIVIDUAL COMMENTS ON WHEELCHAIR-ACCESSIBLE BUS SURVEY

Comments in Code Category 6(13-A Route (Between East and West Bank))

- More service of 13-B in addition to the handicapped service. Maybe just use a smaller bus for the handicapped.
- Where are the people on wheelchairs? There are none on this bus and I haven't observed any on any of these buses yet. There is a need for this type of service but an entire bus seems excessive and underused.
- Very useful in winter months. In the nice weather, wheelchairs can get around a lot easier.
- Continued as is if it is helping the handicapped; otherwise, it could be cut back.
- Is it being used by wheelchair patrons? Cut back on buses for wheelchairs. I haven't seen any use them yet, or perhaps advertise its advantage.
- If not used enough, put the needed seats back in!
- Depends on how large the need is.
- There are hardly ever any disabled riders; maybe consider eliminating more seats for standing or add more seats to sit down.
- Continue as is but only if used by handicapped.
- I have never seen anyone riding the accessible bus who couldn't take the regular buses. Maybe you should see if they're being used. If not, they're too expensive to continue running.
- Continue as is if it's being used.
- Is it cost effective?
- I don't believe that these buses are cost effective. Only very rarely are they used by people in wheelchairs; most students don't need these overly expensive facilities which aren't used. And if they were used, it would impair others because of extra time necessary to load people in wheelchairs. Cheaper, quicker, more effective methods of moving wheelchair victims are available.

Comments in Category 6(13-S Route (Between Mpls. & St. Paul campus))

- Arrangements should be made to transport handicapped persons on a quarter to quarter basis. Not having enough seats is a handicap to the majority of riders. P.S. I have never seen a wheelchair on a 13A or S bus.
- Should have handicapped people call in for bus service--maybe have special van.

INDIVIDUAL COMMENTS ON WHEELCHAIR-ACCESSIBLE BUS SURVEY

Comments in Code Category 7

(13-S Route (Between Mpls. & St. Paul campus)

- The government should not be running the buses. All MTC buses should be eliminated.
-

Comments in Code Category 8

(13-S Route (Between Mpls. & St. Paul campus)

- Should be a better way to anchor wheelchairs.
-

INDIVIDUAL COMMENTS ON WHEELCHAIR-ACCESSIBLE BUS SURVEY

Comments in Code Category 1 (13-A night bus)

- Should have more buses for handicapped.
 - Anything done for the handicapped is an improvement.
 - I didn't know there were these buses but I think they're great. I would want one if I were handicapped.
 - I can't comment on Q 7 and 8 effectively because I don't know much about it and I'm not handicapped. However, I do think that for handicapped persons this service is useful and should be continued for them.
 - I think that the wheelchair bus is a great idea because it makes the "U" more accessible to more students.
 - MTC cares for anyone who needs transportation on campus!
 - Good idea.
 - Equality demands access for the wheelchair community. I applaud this program's humanitarian concern for educational opportunity.
 - A wonderful service! I'm glad to know MTC has a humanitarian side, in addition to being a prompt and extensive public transit system.
 - I haven't noticed a need for it, yet! Think it's a commendable experiment.
 - Don't cancel it!
 - Good work done!
 - I think it's neat that you have this service. Keep it up.
 - Very kind of this service.
 - I believe the extra expense, etc., of these buses is warranted, regardless of the amount of support the program receives from the non-handicapped.
-

Comments in Code Category 3 (none in category 2)

- A-1 service. I like the smiling drivers and friendly atmosphere.
- Wish it would stop in Dinkytown. I think this route is more convenient than the 13-B. For four years I took classes over in engineering and had to run from West Bank to make the engineering classes.
- The bus drivers are great.
- My bus driver was a terrific guy, very accommodating, real pleasant and concerned about his passengers.
- An excellent service. Since it travels over to the Engineering buildings I don't have to run to make it to class on time. The bus at 10:05 is often overcrowded, though.

INDIVIDUAL COMMENTS ON WHEELCHAIR-ACCESSIBLE BUS SURVEY

Comments in Code Category 3 (continued)

- The driver is a nice guy. He deserves a raise.
 - Nice route.
 - Usually its comfortable on the bus but many peak times between classes it is way too crowded and uncomfortable. How about bus services on Sunday afternoons and nights? We need them.
 - Especially good at night (I'm female) so I don't have to walk across campus to Jones Hall to catch bus to St. Paul.
 - Bus driver is a good guy!
 - I am grateful for the additional stops made by 13-A as in comparison with the other 13's.
 - Too much time spent at Blegen and the Bus circle. Need more buses.
-

Comments in Code Category 4

- Do you really care about answers from people without disabilities?
 - Seems pretty irrelevant to me being nonhandicapped but a good service.
 - My responses to Q-7 do not really reflect the quality of the 13-A buses. My needs as a non-handicapped person are very different from those of handicapped people. I only ride this bus late at night, when the other 13 buses do not run.
 - Can't respond from handicapped user point of view. Fast on curves!
 - I'm not handicapped. Why do I have to fill out this dumb form?
-

Comments in Code Category 5

- I have only seen a wheelchair on this bus once, but I've only ridden on this bus about 5 times.
- I've yet to see a wheelchair on one.
- I have not had the opportunity to see anyone in a wheelchair use the new buses since they started operating.
- I've never seen a disabled person using this bus while I've been on it.
- In regular riding, I have yet to ride this Route 13-A with wheelchair passenger. As a daily rider, I recall that on my first ride on this bus, driver explained purpose and bus design.
- Winter use would be more beneficial for most with handicaps. Since I have ridden this line, I have seen only two people on this bus with impairments.

INDIVIDUAL COMMENTS ON WHEELCHAIR-ACCESSIBLE BUS SURVEY

Comments in Code Category 5 (continued)

- For Q8, I would say cut back because I've never seen it used by a wheelchaired student. But if the use is significant, then continue as is.
 - I believe in the idea but I'm afraid that the service isn't being used by the students to the potential required for it to be successful.
 - Doesn't seem to be used by too many handicapped persons. I have yet to see one person who is handicapped on it. It is most needed in winter!
 - I've never seen any handicapped person ride the bus.
 - Though I've ridden one of these specially equipped buses about every day, I haven't yet seen someone in a wheelchair on one.
-

Comment in Code Category 6

- Why not just have a shuttle van?
-

Comments in Code Category 9

- Gee, this was a lot of fun! Stop at Dinkytown!
- Stop at Dinkytown at 4th & 15th. Maybe use a mobility bus or two. These buses for night extension are never full, anyway, so the accessible bus is more efficient.
- Please add a stop at the intersection by MacDonald's in Dinkytown.
- I like the stop in Dinkytown!
- Should be allowed to get off at University & 17th and in Dinkytown.
- Should be allowed to get off on University & 17th and in Dinkytown.
- Should be allowed to get off at Univ. & 17th and in Dinkytown.
- The 13A should stop in Dinkytown.
- I would like a stop in 4th St. & 15th Ave.
- They should have a stop at 4th St. & 15th Ave.
- Bus stop at Dinkytown! Need more chairs.
- Should have stop along 15th Ave (across from Kinkos), so you don't have to go all the way to the center of campus.
- Since it does go all the way to 4th St., why don't you stop on 15th in Dinkytown?
- Stop in Dinkytown!
- The Architecture stop seems like a waste. It should be changed to 17th & Univ. and 15th & 4th.

INDIVIDUAL COMMENTS ON WHEELCHAIR-ACCESSIBLE BUS SURVEY

Comments in Code Category 9 (continued)

- Need stop somewhere on Church Street.
- Make stops all along Church St.
- Excellent idea. Stop on Church Street.
- There should be more bus service between St. Paul Student Center & West Bank, especially in the evening, and bus should run even after 11 o'clock. It should go at least till 12 o'clock.
- Stop at McDonalds or make a stop on 15th & Como. A bus run after 11 p.m., about 12, would help very much.
- Stop at McDonald's.
- More bus stops. Longer rides (in Dinkytown).
- 1 stop on 15th Avenue excellent. I think it is very beneficial to have bus route through Church Street. One stop on Univ./Church and 4/Church would be good.
- I would really like to see the 13A and 13S stop in Dinkytown. My time is valuable.
- Excellent service. Should stop in vicinity of 15th & 4th, though.
- I really don't know enough about this line to comment. Should have a regular stop at 15th Ave. & 4th St.
- More bus stops. Longer trip in Dinkytown.
- Bus stop at Wulling Hall or Appleby.
- Need a 13A bus-stop around 4th St. & 15th Ave. to make sure people catch the bus leaving for St. Paul campus.
- I would like it if Dinkytown were a scheduled stop for the 13A bus.
- Should stop in Dinkytown, at the corner of 15th Ave. and 4th St.
- Could use stop in Dinkytown.
- 13A should stop closer to Dinkytown.
- Create a stop in Dinkytown. What do you do with the special buses on the weekend? Perhaps they could be added for use in Project Mobility.